

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L11	50	6 and call and resource and agent and event	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 22:48
L10	98	5 and call and resource and agent and event	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 22:48
L9	132	5 and call and resource and agent	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 22:48
L8	360	5 and call and resource	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 22:48
L7	38	4 and call and resource	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 22:48
L6	1207	(718/104).OCLS.	USPAT; USOCR; EPO	OR	OFF	2008/11/06 22:48
L5	2579	(705/26).OCLS.	USPAT; USOCR; EPO	OR	OFF	2008/11/06 22:48
L4	99	(379/265.03).OCLS.	USPAT; USOCR; EPO	OR	OFF	2008/11/06 22:48
S101	13	\$100 and call and manag\$6 and voice \$4	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 14:10
S100	25	resource same (extensive or usage) same (more or great \$4 or high\$4 or max \$7) same (less\$3 or low\$4 or minim\$7) same call\$4 same threshold\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 14:09
S98	246	resource same (extensive or usage) same (more or great \$4 or high\$4 or max \$7) same (less\$3 or low\$4 or minim\$7) same call\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 14:05

S97	15	resource with (extensive or usage) with (more or great \$4 or high\$4 or max \$7) with (less\$3 or low\$4 or minim\$7) with call\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 14:00
S96	420	resource with (extensive or usage) with (more or great \$4 or high\$4 or max \$7) with (less\$3 or low\$4 or minim\$7)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:58
S95	27	resource with (extensive or usage) with (more or great \$4 or high\$4 or max \$7) with (less\$3 or low\$4 or minim\$7) with optim\$7	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:55
S94	1	resource with (extensive or usage) with (more or great \$4 or high\$4 or max \$7) with (less\$3 or low\$4 or minim\$7) with media	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:53
S93	0	resource with (extensive or usage) with (more or great \$4 or high\$4) with (less\$3 or low\$4) with media	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:52
S92	1	resource with (extensive or usage) with (more or great \$4 or high\$4) with (less\$3 or low\$4) with event	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:51
S91	0	resource with (extensive or usage) with (more or great \$4 or high\$4) with (less\$3 or low\$4) with analy\$5	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:51
S90	231	resource with (extensive or usage) with (more or great \$4 or high\$4) with (less\$3 or low\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:50

S89	455	resource with extensive	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:50
S88	21	S87 and (call\$4 same (cancel\$7 or terminat \$6))	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:44
S87	68	promotion\$4 with offer\$4 with customer with (call\$3 or phone\$2call or phone\$2 or telephon \$4 or call\$2center)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:28
S86	1082	promotion\$4 with offer\$4 with customer	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/06 13:26
S85	12	promotion with customer with ((terminat\$6 or end \$4 or stop\$5) near3 service\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 18:17
S84	12	promotion with customer with terminat\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 18:16
S83	24	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5) and (hold with (customer or agent) with time)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:55

S82	48	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5) and (hold with (customer or agent))	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:54
S81	80	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5) and hold	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:53
S80	0	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5) and (permis\$6 with hold\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:53

S79	30	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5) and permis\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:51
S78	5	S76 and S77	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:44
S77	17968	("704").CLAS.	USPAT; USOCR; EPO	OR	OFF	2008/11/05 17:44
S76	93	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and (event \$2 same captur\$5)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:43
S75	113	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and event \$2 and captur\$5 and hold	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:42

S74	138	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and event and captur\$5	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:42
S73	170	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer) and event	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:41
S72	239	((computer near3 telephony near3 integration) or cti or crm or (customer near3 relationship near3 management)) and ((key\$2word\$2 or word\$2) with (identif\$6 or spot\$5 or recogni\$7)) and (agent with customer)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:39
S71	4	((computer near3 telephony near3 integration) with (key \$2word\$2 or word \$2)) and (agent with customer)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:34
S70	28	(computer near3 telephony near3 integration) with (key \$2word\$2 or word\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:32
S69	2315	computer near3 telephony near3 integration	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2008/11/05 17:31

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